II. AMENDMENTS TO THE CLAIMS

The following listing of claims replaces all prior versions, and listings, of claims in the application:

1. (Currently Amended) A computer implemented method for implementing technical change in an organization having multiple hierarchies, comprising the steps of:

prior to implementing the technical change in the organization:

querying a hierarchy in the organization to obtain a baseline response;

quantifying the baseline response into a raw score by assigning a value to each baseline response;

modifying the raw score using at least one modifier that relates to a response to change to yield a skill score; and

comparing the skill score to a predetermined required score to determine a predicted response to the technical change.

2. (Original) The method of claim 1, further comprising the steps of:

recommending a corrective action based on the predicted response; and

implementing the technical change.

3. (Original) The method of claim 1, wherein the querying step the steps of comprises:

querying a hierarchy in the organization; and

receiving a set of hierarchy responses to the querying to yield the baseline response.

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4. (Original) The method of claim 1, further comprising the step of providing queries organized into query topics for querying the hierarchy.

5. (Original) The method of claim 4, wherein the query topics comprise leadership, planning, administration, operations, quality assurance, communications, project management, and training.

6. (Currently Amended) The method of claim 4, wherein each query comprises a set of questions, with each question in the set of questions in a yes/no/sometimes format.

7. (Original) The method of claim 1, wherein the hierarchies comprise senior management, mid-level management, administrators, analysts, operations, project management, and end users.

8. (Original) The method of claim 1, wherein the querying step comprises the step of querying each of the hierarchies in the organization, and wherein a separate baseline response is obtained for each hierarchy and for the organization.

9. (Original) The method of claim 8, wherein each separate baseline response is quantified, modified and compared to a predetermined required score.

10. (Currently Amended) A <u>computer implemented</u> method for implementing technical change in an organization having multiple hierarchies, comprising the steps of:

    <u>prior to implementing the technical change in the organization:</u>

        querying each of the hierarchies in the organization;

        receiving a set of hierarchy responses to the querying;

        quantifying the set of responses into a raw score <u>by assigning a value to each baseline response</u>;

        modifying the raw score <u>using at least one modifier that relates to a response to change</u> to yield a skill score;

        comparing the skill score to a predetermined required score to determine a predicted response to the technical change; <u>and</u>

        recommending a corrective action based on the predicted response; and

    implementing the technical change in the organization.

11. (Original) The method of claim 10, wherein the hierarchies are queried based on queries organized into query topics.

12. (Original) The method of claim 11, wherein the query topics comprise leadership, planning, administration, operations, quality assurance, communications, project management, and training.

13. (Currently Amended) The method of claim 11, wherein each query comprises a set of questions, with each question in the set of questions in a yes/no/sometimes format.

14. (Original) The method of claim 10, wherein the hierarchies comprise senior management, mid-level management, administrators, analysts, operations, project management, and end users.

15. (Currently Amended) A program product stored on a recordable medium for implementing technical change in an organization having multiple hierarchies, which when executed, comprises:

program code configured to receive a~~hierarchy-response-system-for-receiving~~ a set of hierarchy responses to queries prior to implementing the technical change in the organization;

program code configured to quantify a~~quantification-system-for-quantifying~~ the set of responses into a raw score; and

program code configured to modify a~~modification-system-for-modifying~~ the raw score into a skill score using at least one modifier that relates to a response to change.

16. (Currently Amended) The program product of claim 15, further comprising:

program code configured ~~an-input-system~~ for inputting information;

program code configured to compare a~~comparison-system-for-comparing~~ the skill score to a predetermined required score to yield a predicted organizational response to the technical change; and

program code configured to output ~~an-output-system-for-outputting~~ recommended

corrective actions that are based on the predicted response.

17. (Currently Amended) The program product of claim 15, wherein the <u>program code</u> <u>configured to quantify</u> ~~quantification-system~~ converts the inputted responses into values to yield the raw score.

18. (Currently Amended) The program product of claim 15, wherein the <u>program code</u> <u>configured to modify</u> ~~modification-system~~ performs a mathematical operation on the raw score with [[a]] <u>the</u> modifier to yield the skill score<u>, and wherein the modifier comprises at least one of</u> <u>a stiffness modifier that relates to how a particular type of organization traditionally responds to</u> <u>change and an individual modifier that relates to how a particular individual traditionally</u> <u>responds to change</u>.

19. (Currently Amended) The program product of claim 15, wherein the <u>program code</u> <u>configured to compare</u> ~~comparison-system~~ determines the mathematical difference between the skill score and the predetermined required score to yield the predicted response.

20. (Currently Amended) The program product of claim 15, wherein the queries are organized into query topics, and wherein each query comprises a set of questions<u>, with each question in the</u> <u>set of questions in a yes/no/sometimes format</u>.

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21. (Original) The program product of claim 20, wherein the query topics comprise leadership, planning, administration, operations, quality assurance, communications, project management, and training.

22. (Original) The program product of claim 15, wherein the hierarchies comprise senior management, mid-level management, administrators, analysts, operations, project management, and end users.

23. (Currently Amended) A <u>computer implemented</u> system for implementing technical change in an organization having multiple hierarchies, comprising:

a hierarchy response system for receiving a set of hierarchy responses to queries <u>prior to</u> <u>implementing the technical change in the organization</u>;

a quantification system for quantifying inputted responses into a raw score; and

a modification system for modifying the raw score into a skill score <u>using at least one</u> <u>modifier that relates to a response to change</u>.

24. (Original) The system of claim 23, further comprising:

a comparison system for comparing the skill score to a predetermined required score to yield a predicted organizational response to the technical change; and

an output system for outputting recommended corrective actions that are based on the predicted response.

25. (Original) The system of claim 24, further comprising:

    an input system for inputting information; and

    a score system for identifying the required score.

26. (Original) The system of claim 24, wherein the comparison system determines the

mathematical difference between the skill score and the predetermined required score to yield the

predicted response.

27. (Original) The system of claim 23, wherein the quantification system converts the inputted

responses into values to yield the raw score.

28. (Currently Amended) The system of claim 23, wherein the modification system performs a

mathematical operation on the raw score with the modifier to yield the skill score, and wherein

the modifier comprises at least one of a stiffness modifier and an individual modifier.

29. (Currently Amended) The system of claim 23, wherein the queries are organized into query

topics, and wherein each query comprises a set of questions, with each question in the set of

questions in a yes/no/sometimes format.

30. (Original) The system of claim 29, wherein the query topics comprise leadership, planning,

administration, operations, quality assurance, communications, project management, and

training.

31. (Original) The system of claim 23, wherein the hierarchies comprise senior management, mid-level management, administrators, analysts, operations, project management, and end users.

32. (Currently Amended) A system for implementing technical change in an organization having multiple hierarchies, comprising:

means for receiving a set of hierarchy responses to queries prior to implementing the technical change in the organization;

means for quantifying inputted responses into a raw score by assigning a value to each baseline response; and

means for modifying the raw score into a skill score using at least one modifier that relates to a response to change.

33. (Original) The system of claim 32, further comprising:

means for inputting information; means for comparing the skill score to a predetermined required score to yield a predicted organizational response to the technical change; and

means for outputting recommended corrective actions that are based on the predicted response.